

0967783-0

Abstract of Disclosure

The invention presents a system and a method for assisting automation control module (ACM) customers to retrieve information relevant to their specific ACM(s). A service-portal ACM combines a conventional ACM with a service portal and/or a general-purpose computer to facilitate locating relevant information by the customers. The service-portal ACM comprises a first central processing unit (CPU), and a first memory operably connected to the first CPU. A second CPU is operably connected to the first CPU, and a second memory is operably connected to the second CPU for storing a service-portal database containing a first set of service-portal data and one or more links to a second set of service-portal data stored in a remote network server. A first network interface is operably connected to the second CPU and to a gateway configured for enabling the second CPU to communicate with the remote network server.